

Steps to restore power after a Public Safety Power Shutoff

Hawaiian
Electric



Hawaiian Electric may shut off power to certain areas of our communities that are vulnerable to wildfires during high-risk weather conditions of warm temperatures, low humidity and strong winds. We will do our best to give customers as much advance notice as possible of the potential for a Public Safety Power Shutoff. Customers will be updated through media outlets, our website and our Hawaiian Electric social media channels. Find more information about Public Safety Power Shutoffs at hawaiianelectric.com/wildfiresafety

Take a look at how we restore power as quickly as possible on our islands, with safety as our top priority. Whenever it's possible to safely do some of these steps in parallel, we will do so. Even if you don't see us in your neighborhood, be assured we are working to restore power as quickly as possible. We appreciate our customers' patience.

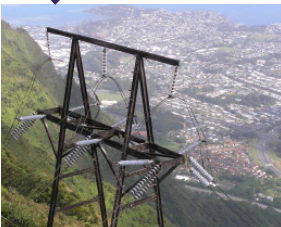
1 SAFETY FIRST FOR CUSTOMERS AND CREWS



The safety of the public and our crews is our top priority. Before reenergizing circuits that were turned off due to a PSPS, we need to identify and eliminate any potential hazards. For the safety of our employees, assessment

cannot begin until hazardous conditions have passed. Manual inspections can be time consuming. Customers should prepare for extended outages, which may take hours, or even days, depending on the location and extent of damage.

3 ASSESS MAIN TRANSMISSION LINES AND SUBSTATIONS



If needed, we first assess main transmission lines and substations, which serve as the backbone of our electric system. Substation inspections may be needed to determine if there are any problems stemming

from lines feeding into the substation or the substation itself. Repairs sometimes require creating trails through vegetation or using helicopters to fly in materials, equipment and personnel to remote locations.

5 ASSESS SERVICE LINES AND RESTORE POWER TO INDIVIDUAL CUSTOMERS



Our crews then assess individual service lines and verify customers' electrical connecting points are safe to use so the remaining customers in affected areas can be restored.

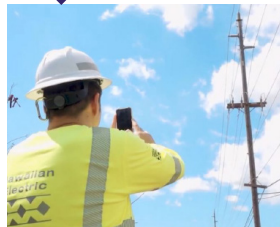
2 DAMAGE ASSESSMENT AND CLEARING



We must determine if there was any damage to utility equipment while the power was off. Crews will begin patrolling, looking for downed lines and other hazardous conditions. If damage is identified, we will determine

the extent and what materials or equipment are needed to make repairs. Trained personnel must visually inspect affected circuits prior to reenergizing to ensure that it's safe to restore power. We also must address accessibility issues, including tree trimming, making trails and/or helicopter landing/staging pads, debris removal, trenching and draining flooded underground systems.

4 ASSESS NEIGHBORHOOD CIRCUITS



Poles, equipment, lines and/or underground cables in affected neighborhoods are inspected. Often, at this stage, we can incrementally restore customers in sections of the circuit that we have completed inspecting.

6 FULL CIRCUIT RESTORATION



We then restore the system to its regular condition. Any customers still out of power at this point should report the outage using the contact info for their area (below). This helps us learn about any outages affecting

smaller pockets of customers and we can then focus on restoring power to those customers.

REPORT AN OUTAGE:

O'ahu: 855-304-1212 ♦ Maui: 808-871-7777 ♦ Moloka'i and Lāna'i 877-871-8461 ♦ Hawai'i Island 808-969-6666
or online at hawaiianelectric.com/reportoutage (for O'ahu only)